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**SUPPLEMENTAL INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
(Use as many sheets as necessary)

Application Number:	09/420,912
Filing Date:	October 20, 1999
First Named Inventor:	Jon A. Ford
Art Unit:	3623
Examiner Name:	Eric T. Shaffer
Attorney Docket No.:	Ford 1

Sheet

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**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	AA				
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**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> -Number <sup>4</sup> - Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
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**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
WCA	AR	"CentreVu <sup>®</sup> Advocate User Guide," Lucent Technologies, Bell Labs Innovations.	
WCA	AS	"DEFINITY <sup>®</sup> , Enterprise Communications Server Release 6, Call Vectoring/Expert Agent Selection (EAS) Guide," Lucent Technologies, Bell Labs Innovations.	
	AT		

Examiner Signature	<i>Michael C. Heer</i>	Date Considered	9-29-05
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